



NJ 2-1-1 PARTNERSHIP

INSTRUCTIONS FOR UPDATING INFORMATION IN THE NJ 2-1-1 DATABASE

Summary

When trying to list your agency in the NJ 2-1-1 database found at www.nj211.org:

1. Check to see if your agency's listing is complete and accurate.
2. *If your agency is not listed*, please call 2-1-1 and ask to be considered for inclusion in the statewide database.
3. *If your agency and/or programs' information is outdated*, please click the "Update Information" button found at the bottom of the agency and/or program record.
 - Note: The database is set up so that each Main Agency has an "agency" record and then each program operated by that agency has a separate "program" record that is linked back to the agency record. The agency record and each program record will need to be reviewed and updated separately.
 - Agency = the operating authority for programs and services.
 - Program = the actual services offered by an agency.
4. *If a new program needs to be listed under an existing agency*, please submit a program/service update at <http://www.nj211.org/add2.cfm>.
5. Keywords allow users to search the database for existing resources in their community. Keywords associated with each program record need to be updated by calling 2-1-1.

Instructions:

A. How to determine if your agency is in the 2-1-1 database?

- 1) Type www.nj211.org/search.cfm in the address bar of your web browser.
- 2) Scroll to the bottom of the page and click "advanced search".
- 3) From the drop down box next to "Search Type" select "Agency Record(s)".
 - i) Leave selected the default option "Search contains text".
 - ii) Place a check in the box next to "Name" and "Address".
 - iii) In the "Find Text" field enter a portion of the name of your agency.
 - (1) Ideally you should start with as few words as possible. Typing the entire name of your agency as you know it may not return your agency record even though the information may be in the database. This may occur because the wording you entered is not exactly how it is listed in the NJ 2-1-1 database.
 - For example, searching for 211 versus 2-1-1 will give you different results.
 - (2) If the number of results returned is too many, try using words that are less likely to be part of another agency's name.
 - For example, when searching for the Board of Social Services searching for the word "Board" will give a larger number of results than searching for the word "Social".

- iv) Leave the default Geographic Filter set to “All areas”.
- v) Click the “Search Now” button.
- 4) All Agency records matching the text you entered will be displayed on the right side of the screen.
- 5) Click on an Agency name to review detailed information in the listing.
 - a) Links to the Programs operated by an Agency appear in the Agency’s detailed record.
 - b) Click the Program’s name to review detailed information about that program.
- If searching for an agency and/or program name still does not give you the desired result, try conducting a Keyword Search (instructions are below).

Keyword Search Instructions

- 1) Type www.nj211.org/seach.cfm in the address bar of your web browser.
- 2) Under Step #1 on the left click the keyword you want to search.
- 3) Leave the default option “Search all areas” selected under Step #2.
- 4) Click the “Search Now!” button under step #3.
- 5) A list of programs with keywords matching those you selected will appear on the right.
- 6) Click the name of a program to review detailed information about that program.

B. How to update information in an agency or program record that is already in the database?

- 1) Once you locate your agency or program’s detailed listing, review the information for accuracy.
- 2) If changes are needed, click “Update Information” at the bottom of the screen. A form will open where you can make changes to the current listing.
- 3) Please be sure to review all information and add information in fields that are blank. The more information you provide about your services the better.
- 4) Please be sure to provide contact information for the person responsible for updating your agency and program information in the event there are any questions.
- 5) Once you have reviewed and noted all changes, click the “Submit” button at the bottom of the page.
- 6) To add or change keywords listed in your program records, please contact 2-1-1 to make suggestions.
- 7) If there are questions about the information you submitted, the 2-1-1 call center responsible for the area where your service is located may contact you for follow-up.

C. How to add a program to an agency record that already exists on the site?

- 1) Make sure your information is not already listed in the database by doing an advanced search of both the agency records and the program records, as well as a keyword search of keywords that may be associated with the program.
- 2) Review the database inclusion/exclusion policy found at www.nj211.org/inclusion to see if your services meet the criteria.
- 3) If you feel your program meets the criteria, go to www.nj211.org/add2.cfm and complete all information on the form that appears.
 - a) Please provide as much information as possible.
 - b) Avoid leaving any fields blank.
 - c) A note about the “Service Description” field:

- i) This narrative should be brief; a simple statement of the purpose and or functions of your program.
- ii) Sentences should be statements of fact whenever possible.
- iii) Include whenever possible in the narrative:
 - (1) the program's purpose,
 - (2) geographic area served,
 - (3) handicapped accessibility,
 - (4) documents required for intake,
 - (5) any affiliations with other institutions, and
 - (6) emergency phone numbers available for the public.
 - (7) Examples: Bring one form of identification to appointment.
 Contact Mary Smith after hours at 201-999-9999.
 Serves only the Marywood neighborhood.
- 4) Please be sure to include contact information for the person responsible for updating your information in the event there are any questions.
- 5) Once you have reviewed all information, click the "Submit" button at the bottom of the screen.
- 6) If there are questions about the information submitted, the 2-1-1 call center responsible for the area where your service is located may contact you for follow up.

Thank you for your help in providing accurate information about available resources to your community.

Sincerely,
The NJ 2-1-1 Partnership

Adopted: October 20, 2006